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AUDITOR-CONTROLLER

**COUNTY OF LOS ANGELES
DEPARTMENT OF AUDITOR-CONTROLLER**

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September 22, 2005

TO: Supervisor Gloria Molina, Chair
Supervisor Yvonne B. Burke
Supervisor Zev Yaroslavsky
Supervisor Don Knabe
Supervisor Michael D. Antonovich

FROM: J. Tyler McCauley 
Auditor-Controller

SUBJECT: **MARAVILLA FOUNDATION CONTRACT REVIEW – WORKFORCE
INVESTMENT ACT (WIA) YOUTH PROGRAM**

We have completed a contract compliance review of the Maravilla Foundation (Maravilla), a Workforce Investment Act (WIA) Youth Program service provider. The review was conducted by the Auditor-Controller's Countywide Contract Monitoring Division.

Background

The Department of Community and Senior Services (DCSS) contracts with Maravilla, a private, non-profit, community-based organization, to assist disadvantaged or at-risk youth complete additional education and training, obtain employment and successfully transition into adulthood. The types of services provided by Maravilla include tutoring, occupational skills training and adult mentoring. Maravilla's office is located in the First District. Maravilla is compensated on a cost reimbursement basis. For Fiscal Year 2004-2005, DCSS paid Maravilla approximately \$278,000.

Purpose/Methodology

The purpose of the review was to determine whether Maravilla is providing the services outlined in their County contract to eligible individuals, and if the agency is complying with WIA guidelines and regulations. Our monitoring visit included a review of Maravilla's participant case files and interviews with program participants and Maravilla staff.

"To Enrich Lives Through Effective and Caring Service"

Results of Review

Overall, Maravilla provided valuable tutoring, job placement and adult mentoring services to a high-risk youth population in accordance with the County contract. In addition, the individuals that we interviewed acknowledged that they received services from Maravilla.

Maravilla did not sufficiently complete the Individual Service Strategy (ISS) plans for the 15 program participants sampled as required by WIA guidelines. The ISS plans track the needs and services of the program participants and their progress towards achieving established goals. Specifically, Maravilla did not document their monthly review of the ISS plan with each participant as required by the County contract. For eight of the 15 participants, Maravilla also did not incorporate the participants' long-term goals in their ISS plans.

For three (20%) of the 15 program participants sampled, Maravilla did not remove the individuals from the program within the timeframes required by the County contract. One individual had not participated in program activities for approximately 20 months. The remaining two individuals had not participated in the program for an average of eight months. According to WIA guidelines, individuals that do not participate in program activities for 90 days should be removed from the program.

Details of our review, along with recommendations for corrective action, are attached.

Review of Report

On June 1, 2005, we discussed our report with Maravilla who agreed with our findings. In their attached response, Maravilla management indicates agreement with our report. We also notified DCSS of the results of our review.

We thank Maravilla for their cooperation and assistance during this review. Please call me if you have any questions, or your staff may contact Don Chadwick at (626) 293-1102.

JTM:MMO:DC

Attachment

c: David E. Janssen, Chief Administrative Officer
Cynthia Banks, Chief Deputy Director, Department of Community and Senior Services
Luis Gallegos, Project Director, Maravilla Foundation
Public Information Office
Audit Committee

**WORKFORCE INVESTMENT ACT YOUTH PROGRAM
FISCAL YEAR 2004-2005
MARAVILLA FOUNDATION**

ELIGIBILITY

Objective

Determine whether the Maravilla Foundation (Maravilla) provided services to individuals that meet the eligibility requirements of the Workforce Investment Act (WIA) Youth Program.

Verification

We selected a sample of 15 program participants from a total of 69 active participants that received services between July 2004 and April 2005 and reviewed their case files for documentation to confirm their eligibility for WIA Youth Program services.

Results

Maravilla provided services to participants who met WIA eligibility requirements. Each of the case files contained documentation indicating that the participants' income did not exceed the maximum allowed by WIA guidelines.

Recommendation

There are no recommendations in this section.

BILLED SERVICES/ CLIENT VERIFICATION

Objective

Determine whether Maravilla provided the services in accordance with the County contract and WIA guidelines and whether the program participants actually received the services that Maravilla claimed to have provided.

Verification

We selected a sample of 15 program participants and reviewed their case files for documentation of the types of services the participants received and whether the services were provided in accordance with WIA guidelines. We also interviewed 15 program participants/guardians to confirm the services Maravilla billed to DCSS.

Results

Overall, Maravilla provided tutoring, job placement and adult mentoring services to a high-risk youth population in accordance with the County contract. In addition, the individuals that we interviewed acknowledged that they received the services from Maravilla.

Maravilla did not sufficiently document the Individual Service Strategy (ISS) plans for the 15 program participants sampled in accordance with WIA guidelines. The ISS plans track the needs and services of the program participants and their progress towards achieving established goals. Specifically, Maravilla did not document their monthly review of the ISS plan with each participant. WIA guidelines require Maravilla to review the ISS plans during their monthly meetings/visits with program participants to ensure that the participants' goals are being met.

In addition, for eight (53%) of the 15 program participants, Maravilla did not incorporate the participants' long-term goals into their ISS plans. Each of the eight ISS plans identified specific activities tailored to each participant's needs. However, the ISS plans did not include the participant's long-term goals, or list the achievement objectives required to obtain their long-term goals.

For three (20%) of the 15 program participants sampled, Maravilla did not remove the individuals from the program within the timeframes required by the County contract. According to WIA guidelines, individuals that do not participate in program activities for 90 days should be removed from the program and should not be reported as active enrollments. One individual had not participated in program activities for approximately 20 months. The remaining two individuals had not participated in the program for an average of eight months which overstated their enrollment.

Recommendations**Maravilla management:**

- 1. Ensure that Case Managers adequately document their monthly ISS reviews with each program participant as required by the County contract.**
- 2. Ensure that the program participants' ISS plans include long-term goals.**
- 3. Ensure that individuals are removed from the program within the timeframes identified in the WIA guidelines.**

PROGRAM OUTCOME PERFORMANCE**Objective**

Determine whether Maravilla attained their targeted performance levels and achieved at least six of the seven targeted performance measures mandated by the United States Department of Labor (DOL).

Verification

We reviewed DOL's Performance Standards data for Fiscal Year (FY) 2003-2004 and mid-year for FY 2004-2005.

Results

For FY 2004-2005, the number of youth enrolled in the program and the number of goals that they attained that Maravilla reported exceeded the Agency's targeted performance levels. For FY 2003-2004, Maravilla also reported exceeding their targeted performance level for the number of youths enrolled in the program and all of the seven DOL mandated performance measures. By meeting all of their performance measures, Maravilla achieved DCSS' standard for contractor performance.

Recommendation

There are no recommendations in this section.



August 29, 2005

TO: J. Tyler McCauley
Auditor- Controller
500 W. Temple Rm#525
Los Angeles, CA 90012

FROM: Luis Gallego
Maravilla Foundation

SUBJECT: **Response and Corrective Action**

On June 1, 2005 a review of our contract was conducted by Stephen Gazer and Mary Ann Morato regarding contract compliance. We concurred with the findings with explanation and have internally established procedures and safeguards to amend these findings

Maravilla Foundation will continue to build a comprehensive youth program that will enhance, stimulate and educate our youth through our variety of programs. We will equip them with academic achievement, positive attributes and life skills in order to become successful and functional in today's society.



MARAVILLA FOUNDATION

August 4, 2005

Response and Corrective Action

Individual Service Strategy Plan

Individual Service Strategy (ISS) Plan: Our ISS plans for each participant were completed and updated in regards to the services they receive and when they completed their goals. Our goals are identified as primary goals and secondary goals. The majority of our participants' primary goals are short term and are accomplished within three months to nine months. During intense case management procedures within the first six months our case managers concentrated on the short term goals and then laid the foundation for their long term goals. We educate our participants in three different categories: daily goals, short term goals and long term goals. Our objective is for our participants to first become goal oriented on a daily basis and then accomplish their short term goals. We have acknowledged the findings and are now incorporating documentation discussing their short term and long term goals on a monthly basis. The ISS is a living document and is updated on a regular basis by our case managers and reviewed with the WIA participants.

Exit Participants

The proper procedures and safeguards have been implemented in regards to exiting participants who have not participated in program activities for 90 days or more. Furthermore, we realize we can exit the participant as activity code 83 (Planned Break in Services) due to an unforeseen event and re-enroll the participant when the unforeseen event has lapsed.

Procedures Implemented:

1. Case files identified as Intense, Active and Problematic
2. Monthly ISS meeting with participants
3. Problematic files discussed at staff meeting
4. School and home visits initiated
5. Refer to Program Manager for proper exit



Luis Gallego
Program Director
Maravilla Foundation
Youth Programs